

QUALITY AND FOOD SAFETY POLICY

At KAMMAC, we are committed to supplying our customers with safe, high-quality services and goods that meet or conform to statutory, legal and customer requirements.

We are proud of the KAMMAC brand and its association with our customer's brands. We understand that for their growth and development, quality is of paramount importance throughout our operations to maintain a safe and legal storage facility. It is everyone's goal to achieve the highest possible standards in all aspects of their work; Quality is a way of life for everyone.

We strive for continual improvement and have set improvement objectives and defined key performance indicators, which are used to measure quality and customer satisfaction. We will meet our legal requirements and conform to ISO 13485:2016 Medical Devices, ISO 9001:2015 - Quality management systems, ISO 27001:2013 ISMS and BRC Version 4 standard as a minimum.

The Quality Management Systems shall be maintained and updated and people, systems, equipment and instruments made available to ensure safety and conformity of products at all times.

We respond to business needs to develop and improve services and to minimise customer complaints and make effective use of resources, provide training and create a team working culture to ensure that everyone understands their tasks, has the necessary skills and support to provide quality products and services.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Signed:

A handwritten signature in black ink, appearing to be 'Ged Carabini', with a small arrow pointing to the right.

Ged Carabini

Chief Operating Officer

08/11/2023